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| **Atria University**  **Online Helpdesk**  **User Requirements Document**  **Project OHD950**  **Version No:1.0**     |  |  |  |  | | --- | --- | --- | --- | | **Name** | **Role** | **Reviewed by** | **Passed by** | | Meghana.B.K  Uday | Team Members |  | --- | |  |  |  |  | |  |  |  |  | |  |  |  |  |   **SATYAM COMPUTER SERVICES LIMITED**  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_    ***< Give the* *Address of the location of the Project >*** |

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| **Online Helpdesk**  **User Requirements Document**  **Project OHD950**  **Version No:1.0**    \ |

**VERSION HISTORY**

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| --- | --- | --- | --- |
| **Version No.** | **Date** | **Changed By** | **Changes Made** |
| 1.0 |  |  | Fresh release |
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**Online Helpdesk**

**Unstateds Document**

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# Introduction

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| Background Information | The Atria Institute of technology provides Engineering courses in different technologies. Every year a new batch of students joins the college. Its becoming difficult for the students to get what they want. They can go and ask the management for their problems, but it takes a lot of time.So, the management decides to introduce an online helpdesk for the students as well as faculty. |

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| Purpose | This application is being developed only for the purpose of Solving the user issues very quickly. |

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| Scope | Online Helpdesk allows the student to Register his account. After registering, student can Login to his account. The other users of this system are Administrator, Assignee. Every user can login to his account and can raise a ticket, view raised tickets, view closed tickets. The admin has some extra tasks like Assigning tickets to an assignee, view pending tickets and closing tickets by specifying a reason.Assignee can receive a task allotted by the admin and the assigned person has to solve that issue. |

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| Definitions and Acronyms |  |

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| **Acronyms** | **Explanation** |
|  |  |
| DBMS  IP  OHD  NFOHD FOHD | Data Base Management System.  Internet protocol.  Online Helpdesk  Non Functional OHD  Functional OHD |

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| References |  |

# General Description

This section describes the general factors affecting the software and its requirements.

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| System Perspective | : This application is for the purpose of members in the collegeto report t heir problems and get solved. The user can raise ticket or view raised tickets or close any ticket that he raised earlier only by logging to his account. |

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| System Environment | Target Enviroment Minimum Requirements   1. Microsoft Visual Studio 2. Windows XP/Vista/7. 3. Sql Server 2005. 4. Private IP. 5. Bandwidth requirement : 5MBps and higher |

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| Development Environment | *“*Same as System Environment*”.* |

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| User Characteristics | 1. Student 2. Administrator 3. Assignee   **Experience and Technical Expertise required**: Basic computer skills.  **Frequency:** Often.  Simple and User friendly. |

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| Externalizable Parameters | *N/A.* |
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| Customer Constraints | *N/A.* |

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| General Constraints | *N/A* |
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| Assumptions, Dependencies and Risks | *N/A* |

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| Security Requirements | *N/A* |

**SUGGESTIONS**:

1. When a student visits the page and when he wants to raise a request, he need to Login to his account and then he can raise request.
2. The process of raising a request and closing should be doen after Logging to his account.

# Requirements Look-up Table

This table gives a consolidated view of the requirements. Detailed narrations of each of the requirements are given in the Requirements Description section following this table.

**Non Functional Requirements:**

| **S. No.** | **Requirement ID** | **Requirement Statement** | **Source[[1]](#footnote-1)** | **Need[[2]](#footnote-2)** | **Priority[[3]](#footnote-3)** | **Stability[[4]](#footnote-4)** | **Verifiability[[5]](#footnote-5)** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 1. | NFOHD-01 | Accuracy | User requirement | Essential | High | Stable | Verifiable |
| 2 | NFOHD-02 | Adaptibility | User requirement | Essential | High | Stable | Verifiable |
| 3 | NFOHD-03 | Availability | User requirement | Essential | High | Stable | Verifiable |
| 4 | NFOHD-04 | Browser Requirement | User requirement | Essential | High | Stable | Verifiable |
| 5 | NF OHD-05 | Capacity | User requirement | Essential | High | Stable | Verifiable |
| 6 | NFOHD-06 | Disaster Recovery requirement | User requirement | Essential | High | Stable | Verifiable |
| 7 | NFOHD-07 | Efficiency | User requirement | Essential | High | Stable | Verifiable |
| 8 | NFOHD-08 | GUI compatibility | User requirement | Essential | Medium | Stable | Verifiable |
| 9 | NFOHD-09 | Help features | User requirement | Essential | Medium | Stable | Verifiable |
| 10 | NFOHD-10 | Integrity | User requirement | Essential | High | Stable | Verifiable |
| 11 | NFOHD-11 | Interoperability | User requirement | Essential | Medium | Stable | Verifiable |
| 12 | NFOHD-12 | Localizability | User requirement | Essential | Medium | Stable | Verifiable |
| 13 | NFOHD-13 | Maintainability | User requirement | Essential | Medium | Stable | Verifiable |
| 14 | NFOHD-14 | Multicurrency system | User requirement | Essential | High | Stable | Verifiable |
| 15 | NFOHD-15 | Multilingual system | User requirement | Essential | High | Stable | Verifiable |
| 16 | NFOHD-16 | Navigation speed | User requirement | Essential | Medium | Stable | Verifiable |
| 17 | NFOHD-17 | Portability | User requirement | Essential | Medium | Stable | Verifiable |
| 18 | NFOHD-18 | Reliability | User requirement | Essential | High | Stable | Verifiable |
| 19 | NFOHD-19 | Response time | User requirement | Essential | High | Stable | Verifiable |
| 20 | NFOHD-20 | Reusability | User requirement | Essential | High | Stable | Verifiable |
| 21 | NFOHD-21 | Routine Backups | User requirement | Essential | High | Stable | Verifiable |
| 22 | NFOHD-22 | Security | User requirement | Essential | High | Stable | Verifiable |
| 23 | NFOHD-23 | Testability | User requirement | Essential | High | Stable | Verifiable |

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# *Functional Requirements:*

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **S.No** | **Requirement ID** | **Requirement Statement** | **Source** | **Need** | **Priority** | **Stability** | **Verifialibity** |
| 1. | FOHD-01 | Registration | Student | Essential | High | Stable | Verifiable |
| 2. | FOHD-02 | Login | Admin, Student, Assignee | Essential | High | Stable | Verifiable |
| 3. | FOHD-03 | Change password | Admin, Student, Assignee | Essential | High | Stable | Verifiable |
| 4. | FOHD-04 | Forgot Password | Admin, Student, Assignee | Essential | High | Unstable | Verifiable |
| 5. | FOHD-05 | Raise Ticket | Admin, Student, Assignee | Essential | Medium | Stable | Verifiable |
| 6. | FOHD-06 | Raised Ticket | Admin, Student, Assignee | Essential | High | Stable | Verifiable |
| 7. | FOHD-07 | Close Ticket | Admin, Student, Assignee | Essential | High | Unstable | Verifiable |
| 8. | FOHD-08 | Closed Ticket | Admin, Student, Assignee | Essential | Medium | Stable | Verifiable |
| 9. | FOHD-09 | Tickets to be assigned | Admin | Essential | High | Stable | Verifiable |
| 10. | FOHD-10 | Assigned Tickets | Admin, Assignee | Essential | High | Stable | Verifiable |
| 11. | FOHD-11 | Add Ticket | Admin | Essential | High | Stable | Verifiable |
| 12. | FOHD-12 | Remove Ticket | Admin | Essential | High | Stable | Verifiable |
| 13. | FOHD-13 | Remove user | Admin | Essential | High | Stable | Verifiable |
| 14. | FOHD-14 | Logout | Admin, Student, Assignee | Essential | High | UnStable | Verifiable |

**Functional Requirement Description:**

**Requirement id** :FOHD-01

**Requirement statement** : Register

**Requirement description** : This is for student to register his account, only then he can login to

the account and use the provided facilities.

**Requirement id** : FOHD-02

**Requirement statement** : Login

**Requirement description** : Any user using this system can Login to his account and can use

the provided facilities.

**Requirement id** : FOHD-03

**Requirement statement** : Change password

**Requirement description** : This allows the user to change the password at his/her own discretion

due to security reasons.

**Precondition** - User must login

**Postcondition** - The user must be able to Change the password.

**Requirement id** : FOHD-04

**Requirement statement** : Forgot Password

**Requirement description** : This allows the user to retreive password when the user cannot able

to Login.

**Requirement id** : FOHD-05

**Requirement statement** : Raise Ticket

**Requirement description** : This allows the user to raise a ticket on the issue that the user is

facing some problem.

**Requirement id** : FOHD-06

**Requirement statement** : Raised Ticket

**Requirement description** : This allows the user to view raised tickets and can close the ticket

specifying a reason.

**Precondition** - User must login.

**Postcondition** - The user must be able to view the raised tickets.

**Requirement id** : FOHD-07

**Requirement statement** : Close Ticket

**Requirement description** : This allows the user to close the raised ticket specifying a reason

for closing. When the admin and assignee wants to close the

requests raised by the students, they should specify the reason of

closing the ticket.

**Precondition** - User must login.

**Postcondition** - The user must be able to close the ticket.

**Requirement ID**  : FOHD-08

**Requirement Statement** : Closed Tickets

**Requirement description** : This allows the user to view closed tickets that he raised earlier.

**Precondition**: User must Login and he should hav closed the ticket.

**Postcondition**: User should view closed tickets, if there are no closed tickets the system should notify that there are nop closed tickets for that user.

**Requirement ID**  : FOHD-08

**Requirement Statement** : Closed Tickets

**Requirement description** : This allows the user to view closed tickets that he raised earlier.

**Precondition**: User must Login and he should hav closed the ticket.

**Postcondition**: User should view closed tickets, if there are no closed tickets the system should notify that there are nop closed tickets for that user.

**Requirement ID**  : FOHD-09

**Requirement Statement** : Tickets to be assigned

**Requirement description** : This allows the Admin to view the tickets raised by any user .

**Precondition**: Admin must Login to his account.

**Postcondition**: Admin checks for the assignee relating to the issue and should assign that task to a certain assignee.

**Requirement ID**  : FOHD-10

**Requirement Statement** : Assigned Tickets

**Requirement description** : This allows the admin and assignee to check for the assignee

**Precondition**: Admin must Login to his account.

**Postcondition**: Assignee or admin should be able to view assigned tickets.

**Requirement ID**  : FOHD-11

**Requirement Statement** : Add Ticket

**Requirement description** : This allows the Admin to add a request category to the existing

request categories .

**Precondition**: Admin must Login to his account.

**Postcondition**: The added request categoty must be viewed in categoriews table.

**Requirement ID**  : FOHD-12

**Requirement Statement** : Remove Tickets

**Requirement description** : This allows the Admin to remove a request category from thje

existing request categories.

**Precondition**: Admin must Login to his account.

**Postcondition**: Theremoved request category should not be displayed in request categories table.

**Requirement ID**  : FOHD-13

**Requirement Statement** : Remove user

**Requirement description** : This allows the Admin to remove a user providing a specific

reason to delete.

**Precondition**: Admin must Login to his account.

**Postcondition**: The user profile should be deleted from the users table and that particular user should not be able to login using that UserID and Password.

**Requirement ID**  : FOHD-14

**Requirement Statement** : Logout

**Requirement description** : This allows the user to end his session and come out of the

application.

**Precondition**: Admin must Login to his account.

**Postcondition**: The user must come out of the LOginpage and the user should not be able to use any of the provided facilities.

**Non functional requirements description:**

**Requirement ID :** NFOHD-01

**Requirement Statement :** Accuracy

**Requirement description** : How accurate the application or product or outcome of service

should be.

**Requirement ID :** NFOHD-02

**Requirement Statement :** Adaptibility

**Requirement description** : How fast the application or product should adapt a new

environment.

**Requirement ID :** NFOHD-03

**Requirement Statement :** Adaptibility

**Requirement description** : What percentage of time the system should be available to user.

**Requirement ID :** NFOHD-04

**Requirement Statement :** Browser Requirement

**Requirement description** : a) Which browsers application or product should support.

b) What should the system do on click on the browser buttons?

c) Whether pop ups are allowed

d) Whether scrolling of the screen is permitted.

e) Whether print functionality is required for any of the screens, etc.

f) Confirmation messages at the end of the task required or not.

**Requirement ID :** NFOHD-05

**Requirement Statement :** Capacity

**Requirement description** : What would be the volume of transactions per month?

**Requirement ID :** NFOHD-06

**Requirement Statement :** Disaster Recovery requirement

**Requirement description :** a) How critical is the application from customers business point of

view.

b) What services are expected by customer in case of any possible

disaster.

c) How to keep the multiple sites in synchronization.

**Requirement ID :** NFOHD-07

**Requirement Statement :** Efficiency

**Requirement description** : What is the level of efficience expected from the product

.

**Requirement ID :** NFOHD-08

**Requirement Statement :** GUI compatibility

**Requirement description :** Does the application or product need to comply with any of the UI

standards.

1. Source: The source of the user requirement, un stated requirement [↑](#footnote-ref-1)
2. Need: Essential / Non-essential [↑](#footnote-ref-2)
3. Priority: High, Medium or Low [↑](#footnote-ref-3)
4. Stability: Stable / Unstable [↑](#footnote-ref-4)
5. Verifiability: Verifiable / Not Verifiable [↑](#footnote-ref-5)